

IOT Server Administration - 2020

Who We Are:

We are a large multi department team that manages statewide server operational infrastructure.

Our Mission:

To provide secure, reliable and integrated technology solutions to our partner agencies so they can better serve our mutual customer, the Hoosier taxpayer.

Department: 493029

Manager: Erik Winblad

What We Do:

Windows Server Administration

The Windows Server Administration team supports approximately 400 physical servers and approximately 3,100 virtual servers with multiple petabytes of storage and backups. This includes providing the core resources (rack space, virtualization components, storage capacity and performance and services) required to maintain a highly available environment in multiple data centers.

Unix Server Administration

The Unix Server Administration team supports approximately 400 Linux, UNIX and AIX servers. This includes providing the core resources (rack space, virtualization components, storage capacity and performance and services) required to maintain a highly available environment in multiple data centers.

Operational Security

The Operational Security team manages more than 7,500 certificates and URLs on the State's proxy. The team also works with the security team to figure out operationally how to resolve configuration on servers to meet compliance requirements. They are also responsible for windows patching, geo-blocking and IP intelligence on the proxy.

Solutions Delivery

The Solutions Delivery team is a dedicated support team that helps agencies on new server application installs and projects from start to finish. This provides the same technical team that you can reach out to anytime for your application install project. They assist with being that point of contact for all questions and will engage other IOT team's when needed. The Solutions Delivery team works closely with the projects that come from the IOT Project Success Center.

Contact Center Support

The Contact Center Support team completes add/moves/changes within the Genesys contact center environments. They also configure, manage, and provide tiers 1 & 2 support for more than 5,000 agents State-wide. The Contact Center Support team also performs systems hardware and software upgrades across nearly 100 virtual and physical servers supporting 7 production and 12 development/test contact center environments.

Our Products:

1050	Physical Server Hosting
1195	Server Management
1183	Contact Center Support (Genesys, formerly ININ)

Our Tools:

VFire	Ticket Management and SLA Measurement.
F5	Load balanced proxies combines high-speed load balancing and content switching, data compression, content caching, SSL acceleration, network optimization, application visibility and application security on a single, comprehensive platform.
SCOM	System Center Operations Manager provides alerts and performance metrics.
SCCM	Server configuration and management.
Secret Server	Password management.
PureConnect	Genesys Contact Center software suite

Our Metrics:

Mon-Fri 6am-6pm excluding state holidays

Resolve customer issues within 40 IOT business hours 90%+ G; 87%+ Y; <87% R

Server and Storage Availability: 99.9% + G; 96.9%+ Y; <96.9% R

Call Center Servers: 99.9%+ G

Our Customers:

Executive Branch, Attorney General, Judicial Branch, and Secretary of State.

Our Budget:

\$6 million

Our Growth:

Increased servers in the protected zone. Doubled team size to help with agency projects and increased ticket count.

Recent Major Accomplishments:

More than 100 agency applications deployed last year.

Improved protected zone standards and process.

Improved Automated server configuration process.

Self-service geo-blocking and IP intelligence portal.

Lowered the vulnerability risk score for the State on all servers.

Migrated several smaller agencies to the Shared Genesys state agency call center system.